



## **E-GOVERNMENT EFFORTS FOR MONTANA**

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### Montana Interactive General Manager's Report

**2ND QUARTER 2017**

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## Executive Summary

### Non-Monetary Transactions

# of transactions processed to date ..... 3,116,751

### Monetary Transactions (processed by Montana Interactive)

# of transactions processed to date ..... 3,338,928

Gross amount collected to date (includes agency identified statutory/rule and any add'l fees) ..... \$141,161,531

**Total Dollars Processed through all eGovernment Services offered by the State** ..... **\$141,161,531**

**Total Dollars Remitted to the State (statutory/rule fee)** ..... **(136,366,732)**

**Total Net Revenues to Montana Interactive before operating expenses** ..... **4,794,799**

### Types of Revenue Breakout

Agency Funded Services (Time and Materials) ..... 387,798

Total Dollars Collected from Self-Funded Fees (includes electronic processing fees) ..... 4,407,001

**Total Portal Revenue** ..... **4,794,799**

Payment Processing and Other Operating Costs ..... (3,538,804)

**Total Operating Income** ..... **\$ 1,255,995**

Total Provision for income taxes ..... **\$ (511,032)**

**Net Income** ..... **\$ 744,963**

### Other Monetary Transactions (payment info collected by but not processed by Montana Interactive)

# of transactions processed to date (Business Tax Express) ..... 63,004

Gross amount collected to date (Business Tax Express) ..... \$104,616,352

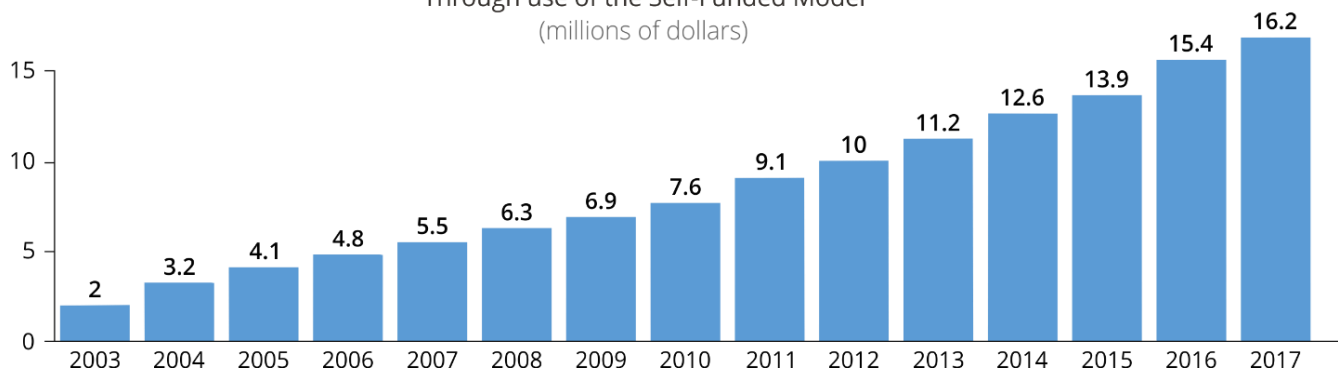
### State Costs Avoided (since start of contract 2001)

Cumulative cost savings to the state ..... \$ 16,206,175

The "State Costs Avoided" of over \$16.2 million represents the total amount the state has saved through its longstanding partnership with Montana Interactive and the use of the Self-Funded Model since 2001. This reflects costs avoided for initial development as well as the ongoing maintenance of most eGovernment services and other related eGovernment activities. Additional services are also provided to our state partners at no cost under the Self-Funded Model including but not limited to: Customer Service, 24/7 Monitoring, Hosting (in most cases), Testing, Marketing, Project Oversight, Ongoing Maintenance, Mobile Opportunities, Application Scans, Security, State-of-the-Art Infrastructure, Sox & Financial Compliance, Financial Reconciliation, SABHRS Integration and Disaster Recovery.

## Cost Savings to the State of Montana

Through use of the Self-Funded Model  
(millions of dollars)



## Overview of eGovernment Activities

### Achieved in Q2 2017

29 eGovernment activities were launched and/or addressed during Q2 2017. This includes 2 new customized eGovernment services/major enhancements to existing services, 2 Over-the-Counter payment solutions, 1 Common Checkout Page payment integrations, 7 Conference & Training Registration services, 8 ePass Service Provider integrations, and 9 enhancements and additions to existing eGovernment services.

## eGovernment Success Stories



The Department of Administration's single sign-on solution, ePass Montana, finalized the migration of all services currently utilizing ePass version 1.0, IDFF platform to the more advanced, and secure version 2.0, SAML platform. As a part of this upgrade, DOA worked extensively with external partners while MI focused on all MI developed services to facilitate the conversion of all services remaining on the older platform. This was a major endeavor that spanned over a year. It required the establishment of new work orders for the new integrations, referred to as ePass Service Providers, as well as the creation all of the necessary 2.0 environments in both test and production. Extensive testing was conducted by

all agencies involved on all services prior to migrating to production. To assist with the migration process, MI developed a migration tool that allowed the majority of users to migrate users from ePass version 1.0 to 2.0 without the need to re-federate within the ePass application. This tool saved thousands of customers time and frustration by allowing them to seamlessly enter the targeted application without needing to re-federate.

## Technology on the Rise – Introducing Gov2Go

••••• Verizon

Thank you for signing  
up for Gov2Go  
in Montana

BELOW IS A LIST OF THE SERVICES  
AVAILABLE TO YOU

(Select any additional ones you are interested in. You can  
also add or remove services at any time.)

Amber Alerts	<input checked="" type="checkbox"/>
State Fair	<input checked="" type="checkbox"/>
National Elections	<input checked="" type="checkbox"/>
State Elections	<input checked="" type="checkbox"/>
County Elections	<input checked="" type="checkbox"/>
City Elections	<input type="checkbox"/>
National Parks Passes	<input type="checkbox"/>
Vehicle or Boat Registration	<input checked="" type="checkbox"/>

UPDATE MY SERVICES

Gov2Go is a personal assistant for government that delivers essential, individually-curated services to citizens quickly and easily via the devices they use today. Whether that is a smart phone or a tablet, Gov2Go makes government immediately accessible.

For citizens – Gov2Go saves citizens the trouble of sorting out who, what, and why of the silos of government and their required interactions. It provides a logical and intuitive user interface that is easy for citizens to use at home or on the go. Gov2Go finds, reminds, tracks and transacts so that citizens can take care of their required government interactions without confusion, frustration, and worry.

Gov2Go is the result of years of feedback and listening to how people feel about their interactions with government. Gov2Go simplifies how government information is presented to them. It is easy and understandable and is being widely adopted.

For government – Gov2Go is an easy-to-adopt platform that is future-ready. It delivers essential government services to citizens on any connected device they want to use. It helps government fulfill their citizens' desire for interaction that are quick, easy, and stress-free – all at minimal cost and low risk.

By deploying an independent technology layer that resides atop existing IT silos, Gov2Go transparently aggregates curated information and services for secure, on-demand delivery to citizens.

Gov2Go is a unique solution, currently being used in a number of states, that addresses a critical government need and still allows for decision-makers to pursue other strategic IT initiatives.

Developed by Montana Interactive's parent company, NIC, the next generation of Gov2Go is coming! We are excited to announce that Gov2Go – National will be launching later this month! Gov2Go – National will launch with a version for all 50 states, including Montana. For states without a customized integration, such as Montana, services included will be those that leverage existing services and datasets such as Amber Alerts, Voter Information and access to NIC's very own Your Pass Now service.

## eGovernment Activities – Q2 2017

Service	Agency	Entity Type	Service Type	Launched
ePass 2.0 Conversion Tool	Administration	State	Enhancement Request	6/30/2017
HB 225 Share Use Paths Opt In Service (MI 265)	Justice	State	Enhancement Request	6/30/2017
DOC BOI InterCap CTLP ePass Service Provider	Commerce	State	ePass Service Provider	6/27/2017
State Auditor's Office 2017 Montana Insurance Summit	Auditor's Office	State	Conferences	6/26/2017
ePass Service Provider CCUBS Provider Licensing	Public Health	State	ePass Service Provider	6/26/2017
Pavement Conditions Update Links	Transportation	State	Enhancement Request	6/15/2017
Vehicle History Search Registered Users Access Group - DOJVHS3 Display Fees (MI-237)	Justice	State	Enhancement Request	6/13/2017
Livestock Reporting modify counts by county report, bill template, user roles (#26)	Revenue	State	Enhancement Request	6/8/2017
End of Life Registry Hardware Upgrade Reconfiguration	Justice	State	Enhancement Request	5/31/2017
ePass Service Provider Secretary of State Uniform Commercial Code Filings	Secretary of State	State	ePass Service Provider	5/25/2017
Richland County Direct Payment Integration	Richland County	County	Custom Application	5/22/2017
MACo Annual Conference 2017	Montana Association of Counties	County	Conferences	5/19/2017
MACo Budget Workshops 2017	Montana Association of Counties	County	Conferences	5/19/2017
Western International Forest Disease Work Conference (WIFDWC)	Natural Resources and Conservation	State	Conferences	5/19/2017
ePayments - Citation Roadside add Lincoln County to accept e payments transactions	Justice	State	Enhancement Request	5/18/2017
ePass Service Provider SABHRS Financials DEQ eBill	Administration	State	ePass Service Provider	5/12/2017
Montana Heritage Commission Member Service updates to links	Commerce	State	Enhancement Request	5/4/2017
MACo/JPIA County Attorney Roundtable	Montana Association of Counties	County	Conferences	5/2/2017
ePass Service Provider - New Hire Reporting Portal	Public Health	State	ePass Service Provider	4/28/2017
ePass Service Provider - Orion Data Portal	Revenue	State	ePass Service Provider	4/28/2017
ePass Service Provider County Collections Report	Revenue	State	ePass Service Provider	4/28/2017
ePass Service Provider eStop Licensing Portal	Revenue	State	ePass Service Provider	4/28/2017
My Events 2 Go 2017 Annual Montana Housing Partnership Conference	Commerce	State	Conferences	4/14/2017
2017 Summer Institute	Public Health	State	Conferences	4/14/2017
Over the Counter Payment Processing Lewis and Clark County Sheriff's Office Detention Center	Lewis and Clark County	County	OTC	4/13/2017
Over the Counter Payment Processing Board of Housing Multifamily Department	Commerce	State	OTC	4/11/2017
Common Checkout Payment Processing UM Western convert to CCP	University of Montana	University	CCP	4/10/2017
Livestock Reporting Update unpaid balance report (#27)	Revenue	State	Enhancement Request	4/6/2017
ePass UI updates 2016	Administration	State	Enhancement Request	4/4/2017
Common Checkout Payment Processing - Missoula County Animal Control Division	Missoula County	County	CCP	3/29/2017
17th Annual MSF Medical Conference	State Fund	State	Conferences	3/17/2017
ePass Service Provider - MT-DOA-911	Administration	State	ePass Service Provider	3/9/2017
Livestock Reporting modify \$5 min function, add functionality to SSN/TIN/FEIN editing, remove livestock owned by others (#24)	Revenue	State	Enhancement Request	3/9/2017
Livestock Reporting Remove fee on Payment Batches and Track Fiscal money #21	Revenue	State	Enhancement Request	3/9/2017
017 Housing Credits Application Training Conference	Commerce	State	Conferences	3/2/2017
MEDA 2017 Spring Conference	Commerce	State	Conferences	3/2/2017

ePass Service Provider - myCOAL Application	Environmental Quality	State	ePass Service Provider	3/2/2017
ePass Service Provider - myCOAL ePermit	Environmental Quality	State	ePass Service Provider	3/2/2017
ePass Service Provider - myCOAL Inspections	Environmental Quality	State	ePass Service Provider	3/2/2017
ePass Service Provider - myCOAL Pub Sub	Environmental Quality	State	ePass Service Provider	3/2/2017
ePass Service Provider - myCOAL Security	Environmental Quality	State	ePass Service Provider	3/2/2017
Job Service Helena/Carroll College Job Fair	Labor and Industry	State	Conferences	2/28/2017
2017 Arbitration and Labor Relations Conference	Labor and Industry	State	Conferences	2/24/2017
Livestock Reporting update demo, instructions, how do and carousel text (#25)	Revenue	State	Enhancement Request	2/24/2017
Policy Premium Payments - Additional Payment Types	State Fund	State	Enhancement Request	2/21/2017
Montana Prescription Drug Registry - Interstate Data Sharing	Labor and Industry	State	Enhancement Request	2/18/2017
Vehicle History Search Public User Validation Process and DPPA Reason Codes Update (MI-171)	Justice	State	Enhancement Request	2/14/2017
2017 Annual Housing Credit Compliance Training	Board of Housing	State	Conferences	2/10/2017
Over the Counter Payment Processing Ravalli County Fairgrounds	Ravalli County	County	OTC	2/10/2017
Over the Counter Payment Processing Phillips County	Phillips County	County	OTC	1/30/2017
Temporary Registration Permits: Mandated Limited Use Fee Update (MI-170)	Justice	State	Enhancement Request	1/24/2017
UI4U Lexis Nexis Integration	Labor and Industry	State	Enhancement Request	1/24/2017
ePass Service Provider - Jump Technology Services (LEAPs) System	Public Health	State	ePass Service Provider	1/20/2017
ePass Service Provider - Director's Office F300	Natural Resources and Conservation	State	ePass Service Provider	1/12/2017
49th Annual Governor's Conferences on Aging - Kalispell and Glendive	Public Health	State	Conferences	1/12/2017
Budget Status Reporting Service Approp and Org Imbalance remove line	Public Health	State	Enhancement Request	1/12/2017
Candidate Filing Update County for PSC/Judicial Candidates	Secretary of State	State	Enhancement Request	1/12/2017
Livestock Reporting create report of customers owing money #23	Revenue	State	Enhancement Request	1/10/2017
Online Driver's License Renewal	Justice	State	Custom Application	1/5/2017
Burn Permits Add Surrounding Counties	Lewis and Clark County	County	Enhancement Request	1/5/2017
Gambling Services Common Checkout Payment Processing through TAP	Justice	State	CCP	1/3/2017

## 2017 eGov Activities by Service Category

The following service categories reflects the list of all eGovernment activities achieved in 2017. They are broken into various sub-categories that reflect the various eGovernment services/activities offered by Montana Interactive and have been delivered to our state, county and city partners. Items listed in bold reflect activities reflected in this report.

### eGovernment Services & Enterprise Solutions

#### Customized Services & Major Enhancements

A customized eGovernment service is a service developed by MI in partnership with a state, county or city entity that allows citizens and/or businesses to interact with government. A major enhancement involves the addition of a new component and/or significant functionality change to an existing eGovernment service.

#### **2 - new Custom eGovernment Services & Major Enhancements launched in the 2nd Quarter 2017**

6 – Custom eGovernment Services & Major Enhancements launched in 2017

275 – Custom eGovernment Services have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
ePass 2.0 Conversion Tool	Administration	State	6/30/2017

<b>Richland County Direct Payment Integration</b>	<b>Richland County</b>	<b>County</b>	<b>5/22/2017</b>
Montana Prescription Drug Registry - Interstate Data Sharing	Labor and Industry	State	2/18/2017
UI4U –Lexis Nexis ID verification Integration	Labor and Industry	State	1/24/2017
Burn Permits – View Burning in Surrounding Counties	Lewis and Clark County	County	1/5/2017
Online Driver's License Renewal	Justice	State	1/5/2017

### Payment Processor Integrations – Common Checkout Page (CCP)

A Payment Processor Integration is an enterprise, public facing payment solution that is integrated into a service developed by a partnering agency or their vendor.

**1 – new Payment Processor Integration(s) occurred in the 2nd Quarter 2017**

3 - Payment Processor Integrations occurred in 2017

40 – Payment Processor Integrations have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
<b>Common Checkout Payment Processing UM Western convert to CCP</b>	<b>University of Montana</b>	<b>University</b>	<b>4/10/2017</b>
Payment Portal – Animal Control Division	Missoula County	State	3/29/2017
Payment Portal – Gambling Services – TAP	Justice	County	1/3/2017

### Over the Counter (OTC) Payment Solutions

An Over the Counter Payment Solution, or OTC, is an enterprise, web-based service that allows government entities to accept electronic payments in the form of debit/credit cards and/or electronic checks (eChecks). Payments can be take in person or over the phone as well as the customer entering their payment information via the Internet.

**2 - new OTC Payment Solutions launched in the 2nd Quarter 2017**

4 – OTC Payment Solutions launched in 2017

93 – OTC Payment Solutions have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
<b>Over the Counter Payment Processing Lewis and Clark County Sheriff's Office Detention Center</b>	<b>Lewis and Clark County</b>	<b>County</b>	<b>4/13/2017</b>
<b>Over the Counter Payment Processing Board of Housing Multifamily Department</b>	<b>Commerce</b>	<b>State</b>	<b>4/11/2017</b>
Ravalli County – Fairgrounds	Ravalli County	County	2/10/2017
Phillips County	Phillips County	County	1/30/2017

### On the Go (OTG) Mobile Payment Solutions

The On the Go service is a mobile payment solution that allows government entities to securely process debit and credit card payments on any phone or tablet. Card information can be entered manually or using one of our swipe devices.

**0 – new OTG Mobile Payment Solution(s) launched in the 2nd Quarter 2017**

0 – OTG Mobile Payment Solutions launched in 2017

3 – OTG Mobile Payment Solutions have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
No new OTG Mobile Payment Solutions in Q1 2017			

### Shopping Cart Solutions

The Shopping Cart service is a reliable, online solution that provides both online sales capability as well as a complete inventory management system with price setting and product tracking by category. Customers can purchase items security using a debit/credit card or electronic check.

**0 - new Shopping Cart Solution(s) launched in the 2nd Quarter 2017**

0 – Shopping Cart Solutions launched in 2017

8 – Shopping Cart Solutions have launched throughout our partnership since 2001



Service	Agency	Entity Type	Launched
No new Shopping Cart Solutions in Q1 2017			

## Enhancements to eGovernment Services

### Enhancements to Existing eGovernment Services

An enhancement or addition involves any requested change to an existing eGovernment service not considered a major enhancement noted above. Examples of such a change might include the addition of a new field, text or wording changes, and design, or HTML, changes.

#### 9 – Enhancements launched in the 2nd Quarter 2017

18 – Enhancements have launched in 2017

546 – Enhancements have launched throughout our partnership since 2006\*

\* this information only started to be tracked in detail in 2006

Service	Agency	Entity Type	Launched
HB 225 Share Use Paths Opt In Service (MI 265)	Justice	State	6/30/2017
Pavement Conditions Update Links	Transportation	State	6/15/2017
Vehicle History Search Registered Users Access Group - DOJVHS3 Display Fees (MI-237)	Justice	State	6/13/2017
Livestock Reporting modify counts by county report, bill template, user roles (#26)	Revenue	State	6/8/2017
End of Life Registry Hardware Upgrade Reconfiguration	Justice	State	5/31/2017
ePayments - Citation Roadside add Lincoln County to accept e payments transactions	Justice	State	5/18/2017
Montana Heritage Commission Member Service updates to links	Commerce	State	5/4/2017
Livestock Reporting Update unpaid balance report (#27)	Revenue	State	4/6/2017
ePass UI updates 2016	Administration	State	4/4/2017
Livestock Reporting modify \$5 min function, add functionality to SSN/TIN/FEIN editing, remove livestock owned by others (#24)	Revenue	State	3/9/2017
Livestock Reporting Remove fee on Payment Batches and Track Fiscal money #21	Revenue	State	3/9/2017
Livestock Reporting update demo, instructions, how do and carousel text (#25)	Revenue	State	2/24/2017
Policy Premium Payments - Additional Payment Types	State Fund	State	2/21/2017
Vehicle History Search Public User Validation Process and DPPA Reason Codes Update (MI-171)	Justice	State	2/14/2017
Temporary Registration Permits: Mandated Limited Use Fee Update (MI-170)	Justice	State	1/24/2017
Candidate Filing Update County for PSC/Judicial Candidates	Secretary of State	State	1/12/2017
Budget Status Reporting Service Approp and Org Imbalance remove line	Public Health	State	1/12/2017
Livestock Reporting create report of customers owing money #23	Revenue	State	1/10/2017

## Conference & Training Solutions

### Conferences and Training Registrations

The Conference and Training Registration service is an enterprise solution that provides an online registration for people attending a conference, training, or event offered by a state, county or city entity. It also provides robust reporting and tracking capabilities for the government entity hosting the event.

#### 7 - new Conference and Training Registrations launched in the 2nd Quarter 2017

14 – Conference and Training Registrations launched in 2017

785 – Conference and Training Registrations have launched since 2006\*

\* Conference and Training launched in 2006

Service	Agency	Entity Type	Launched
State Auditor's Office 2017 Montana Insurance Summit	Auditor's Office	State	6/26/2017
MACo Annual Conference 2017	Montana Association of Counties	County	5/19/2017
MACo Budget Workshops 2017	Montana Association of Counties	County	5/19/2017



Western International Forest Disease Work Conference (WIFDWC)	Natural Resources and Conservation	State	5/19/2017
MACo/JPIA County Attorney Roundtable	Montana Association of Counties	State	5/2/2017
My Events 2 Go 2017 Annual Montana Housing Partnership Conference	Commerce	State	4/14/2017
2017 Summer Institute	Public Health	State	4/14/2017
17th Annual MSF Medical Conference	State Fund	State	3/17/2017
2017 Housing Credits Application Training Conference	Commerce	State	3/2/2017
MEDA 2017 Spring Conference	Commerce	State	3/2/2017
Job Service Helena/Carroll College Job Fair	Labor and Industry	State	2/28/2017
2017 Arbitration and Labor Relations Conference	Labor and Industry	State	2/24/2017
2017 Annual Housing Credit Compliance Training	Board of Housing	State	2/10/2017
49th Annual Governor's Conferences on Aging - Kalispell and Glendive	Public Health	State	1/12/2017

## Mobile Event Agenda

An easy to use mobile agency application available for both iOS and Android, which offers partnering entities the ability to go paperless for any conference or training event. Attendees can download the app and get real time updates, receive messages and notices of schedule changes.

0 - new Mobile Event Agenda application(s) launched in the 2nd Quarter 2017

0 – new instances of the Mobile Event Agenda application launched in 2017

3 – Mobile Event Agenda applications have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
No new Mobile Event Agenda applications in Q1 2017			

## ePass Montana – the State's Single Sign-on Solution

### ePass Service Providers

ePass Montana is the state's single sign-on initiative offered by DOA in partnership with MI. An ePass Service Provider request involves the integration of ePass Montana into a service developed by a partner agency or their vendor. MI provides the configuration support necessary for the integration as well as any guidance or assistance that may be needed during this process.

8 - new ePass Service Provider was configured in the 2nd Quarter 2017

16 – ePass Service Providers were configured in 2017

139 – ePass Service Providers have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
DOC BOI InterCap CTLP ePass Service Provider	Commerce	State	6/27/2017
ePass Service Provider CCUBS Provider Licensing	Public Health	State	6/26/2017
ePass Service Provider Secretary of State Uniform Commercial Code Filings	Secretary of State	State	5/25/2017
ePass Service Provider SABHRS Financials DEQ eBill	Administration	State	5/12/2017
ePass Service Provider - New Hire Reporting Portal	Public Health	State	4/28/2017
ePass Service Provider - Orion Data Portal	Revenue	State	4/28/2017
ePass Service Provider County Collections Report	Revenue	State	4/28/2017
ePass Service Provider eStop Licensing Portal	Revenue	State	4/28/2017
ePass Service Provider - MT-DOA-911	Administration	State	3/9/2017
ePass Service Provider - myCOAL Application	Environmental Quality	State	3/2/2017
ePass Service Provider - myCOAL ePermit	Environmental Quality	State	3/2/2017
ePass Service Provider - myCOAL Inspections	Environmental Quality	State	3/2/2017
ePass Service Provider - myCOAL Pub Sub	Environmental Quality	State	3/2/2017
ePass Service Provider - myCOAL Security	Environmental Quality	State	3/2/2017
ePass Service Provider - Jump Technology Services (LEAPs) System	Public Health	State	1/20/2017
ePass Service Provider - Director's Office F300	Natural Resources and Conservation	State	1/12/2017

## Other Services and Solutions

### Alliance Partnerships

An alliance partnership is a service that is developed and maintained by one of MI's alliance partners. The alliance partner is responsible for the management, development and overall delivery of the service and MI serves as the contract oversight as the agency's contract is with MI. The alliance partner serves as a sub-contractor under MI via the master contract with the state.

No new Alliance Partnership Services launched in the 2nd Quarter 2017

0 - Alliance Partnership Services launched in 2017

8 – Alliance Partnership Services have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
No New Alliance Partnership Services in 2016			

### Other Related eGovernment Activities

Other eGovernment related services offered by MI include activities such as analysis and need assessments, load tests and security scans of systems maintained by a partner entity.

No new Other eGovernment Related Activities were performed in the 2nd Quarter of 2017

0 – new Other eGovernment Related Activities were performed in 2017

4 – new Other eGovernment Related Activities were performed throughout our partnership since 2001

Service	Agency	Entity Type	Launched
No New Other Related Activities in 2017 to date			

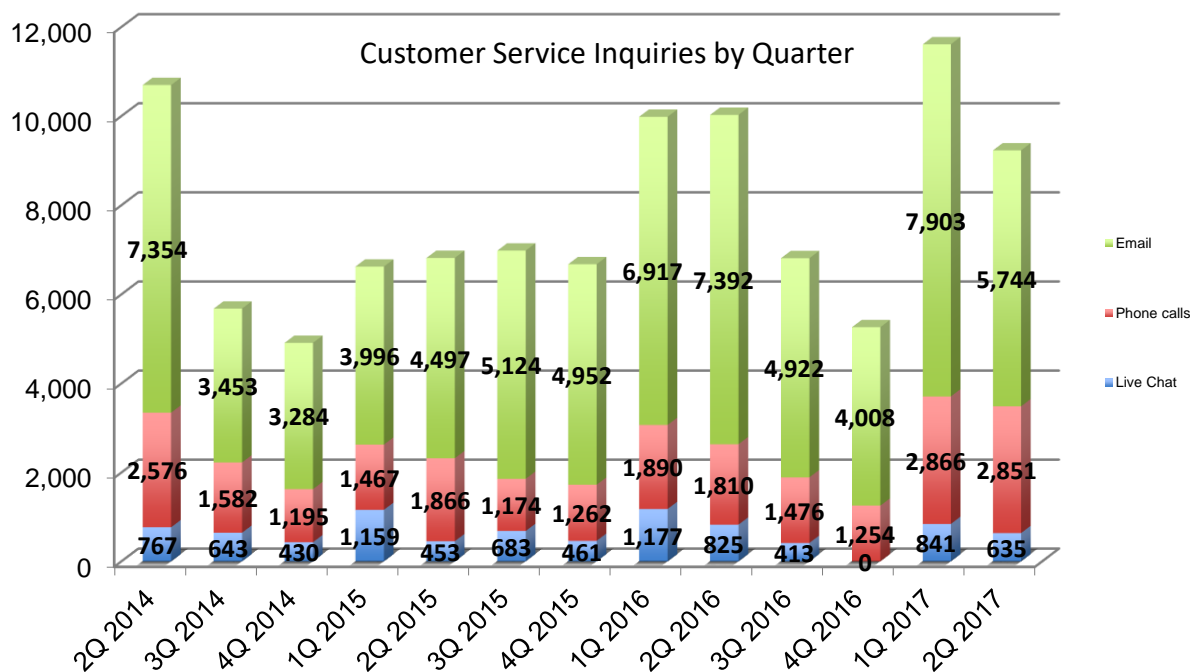
## SABHRS and the State Treasury

On average, Montana Interactive sends over 500 SABHRS files each month and approximately 6,400 files annually to the State Treasury for reconciliation purposes on behalf of our many state agency partners.

## CUSTOMER SUPPORT

The MI Helpdesk handled 9,230 customer inquiries in the 2nd Quarter 2017

9,230 customer inquiries handled by the MI Helpdesk in 2017



## SERVICE ACCESSES

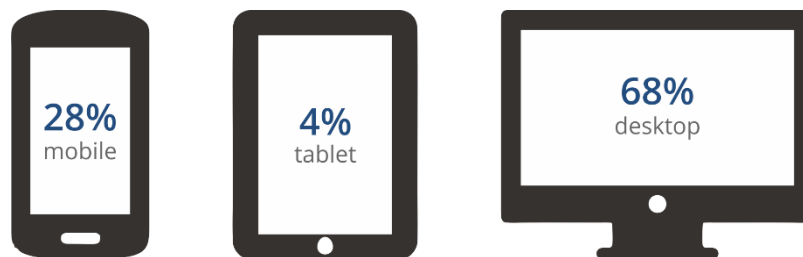
### Services with highest visits on app.mt.gov for 2017

Service	Visits	Month	Visits 2016	Visits 2017
ePass Montana	1,287,644	January	663,216	707,698
Unemployment Insurance Filing	779,600	February	658,084	618,057
Convicted Offender Network	472,425	March	751,471	823,924
Child Support Payment Display	320,999	April	638,410	707,878
Hunting and Fishing Licenses	319,989	May	612,703	668,808
Temporary Registration Permit	163,895	June	768,172	575,964
Vehicle Registration Renewal (VRR)	107,017	July	550,982	
Prescription Drug Registry	100,537	August	579,806	
Business Tax Express	81,246	September	525,023	
Burn Permit	60,149	October	613,477	
Vehicle History Search	48,536	November	617,875	
My Voter Page	45,278	December	569,340	
		<b>Total</b>	<b>7,548,559</b>	<b>4,102,329</b>

## USER SESSIONS

In Q2, there were 1,952,649 total user sessions. A user session occurs when a new or returning user, on any device, enters one of the custom eGovernment services developed by Montana Interactive. MI currently has 228 individual custom services.

### User sessions by device for Q2 2017



This represents the percentages of the 1,903,920 total user sessions, which accessed one of the custom eGovernment services offered by Montana Interactive in Q2.

### User sessions by browser for Q2 2017



This represents the top four browsers used by citizens and businesses accessing Montana Interactive's custom eGovernment services. These percentages are based upon the 1,903,920 total user sessions in Q2. "Other browsers" include Edge, Amazon Silk, Android Webview, Android Browser, Safari (in-app) and Opera.



## IN CLOSING

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As always, I appreciate your time and welcome your thoughts and feedback.  
I can be reached at 449-3468 x224 or [bkolenberg@mt.gov](mailto:bkolenberg@mt.gov).

Respectfully Submitted,

*Becki Kolenberg*  
General Manager

Contact  
INFORMATION



Website  
PROFILE LINK



***Along with the MI Management Team***

*Samantha Mongoven*  
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